

Newsletter Delivery Problems?

Having trouble receiving emails or Newsletters from Washington Stars Quilt Guild? There are a couple of possibilities:

- 1) Do we have your correct email address? We might have mis-typed your address into the newsletter distribution list.
- 2) Your email provider may 'accept' delivery of our message, but filter it out before it even reaches your inbox because they think it may be spam, junk or harmful. You need to let them know we are not harmful, dangerous or contain offensive subject matter.
- 3) You may have inadvertently blocked wsqg@washingtonstarsquiltguild.com as a safe sender.

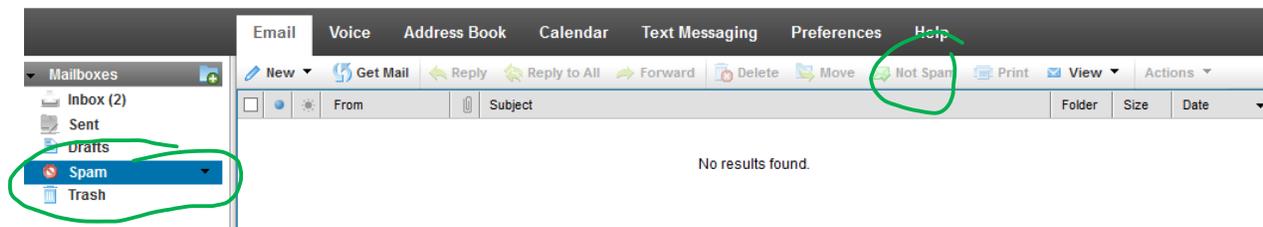
Here are the key items to check with your email provider using your online account:

- 1) Was the newsletter considered "junk"? Navigate to your "junk" or "spam" folder, locate the newsletter, and mark it as "not junk".
- 2) Is the email address from which the newsletter is sent considered a "spam" source? Navigate to "manage junk/spam" "blocked senders" list and check the names on the list. Delete the Washington Stars email address if it shows up on the blocked senders list.
- 3) Add Washington Stars Quilt Guild to your online "contacts" address book. This is different from the contacts list/address book you have on your personal device.

Email providers are constantly updating their equipment and services, including Spam filtering. By adding wsqg@washingtonstarsquiltguild.com to your Contact List/Address List, you should experience fewer issues when upgrades occur.

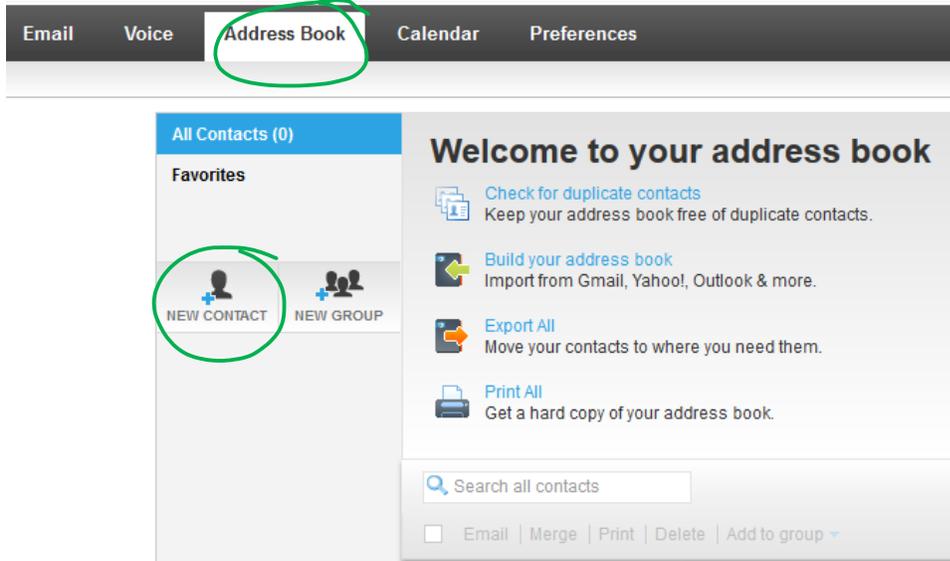
Example for Comcast/Xfinity

Login into your account. On the left side is the *Spam* folder. If you find the Washington Stars Quilt Guild Newsletter from wsqg@washingtonstarsquiltguild.com in your Spam folder, mark it as *Not Spam*.



ALSO, please add Washington Stars Quilt Guild's name and address (wsqq@washingtonstarsquiltguild.com) to your contacts in your Address Book. This lets your email provider know that you want to receive all emails from us.

Click on *Address Book*. Then click on *New Contact*.



In the **Name** field, enter *Washington Stars Quilt Guild*. In the **Emails** field, enter wsqq@washingtonstarsquiltguild.com. It makes no difference if it is Home or Work. Comcast has a field for **Webpages**, you can enter our website address if you choose. [Washingtonstarsquiltguild.com](http://www.washingtonstarsquiltguild.com). Be sure to click **SAVE!**

Full Name...	<input type="text" value="Washington Stars Quilt Guild"/>	
Company	<input type="text"/>	
Job title	<input type="text"/>	
File as	<input type="text" value="Washington Stars Quilt Guild"/>	
Internet		
Email...	<input type="text" value="wsqq@washingtonstarsquiltguild.com"/>	Notes
Display as	<input type="text" value="wsqq@washingtonstarsquiltguild.com"/>	
Web page address	<input type="text" value="https://www.washingtonstarsquiltguild.com"/>	
IM address	<input type="text"/>	
Phone numbers		

Comcast has a **Help** feature on the main page. You may find additional information there.

Frequently Asked Questions

- Can I still use my Comcast email if I cancel my Internet or Voice service?
- Where can I learn more about POP and IMAP?
- My Inbox or sent message folder is missing email.

My inbox or sent message folder is missing email.

Most common issue Last updated by admin on May 10, 2015 10:36PM

A third-party email client is using POP Access for retrieving mail, and does not leave a copy.

Steps to resolve

NOTE: Using POP to retrieve e-mail will cause a less-than-optimal experience, especially when you use multiple devices to check your email. We strongly recommend IMAP over POP since this will keep your emails in sync across different devices.

First, check all of your mobile devices and personal computers for how their mail applications are configured. Popular examples include: the Mail application on an iPhone, Email application on an Android tablet, or Outlook application on a Windows PC. Access the settings for each application. If you see POP listed, please delete the account.

If you plan to continue using these applications to access your Comcast mail, most applications have a simple, step-by-step configuration process for setting IMAP up. If you need to input the settings manual, use the following table as a reference:

	Recommended Only If Needed	Only If Needed
Incoming Mail Server - Name	imap.comcast.net	imap.comcast.net
Incoming Mail Server - Port Number	993 with SSL ON	143 with SSL ON
Outgoing Mail Server - Name	smtp.comcast.net	smtp.comcast.net
Outgoing Mail Server - Port Number	587 (SMTP)	465 (SMTPS)
SSL Encryption	checked	checked
Authentication	Comcast ID and Password required	

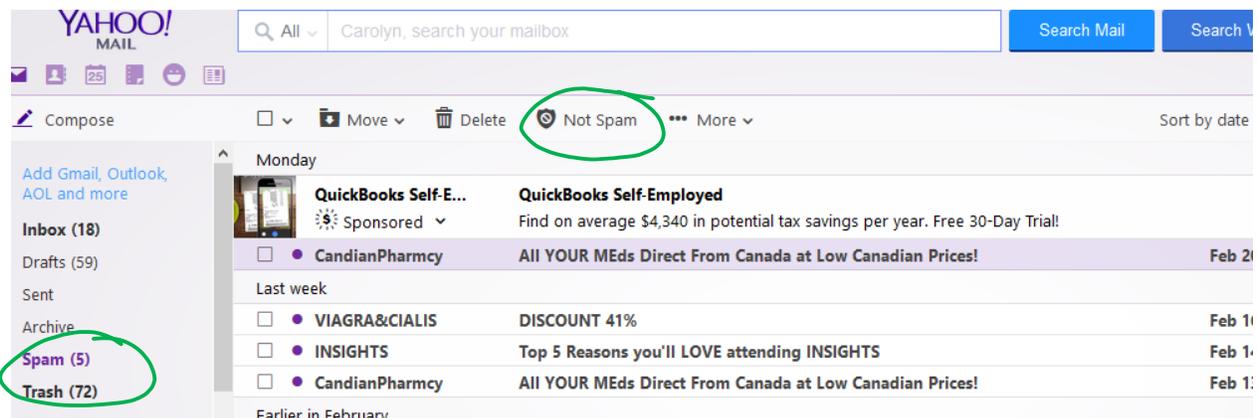
Another suggestion for Comcast Users:

1. Log in to MyXfinity.com
2. Select the email icon from the top right, (looks like an envelope)
3. Select "Preferences" (Email Voice Address Book....Preferences Help , dark grey bar)
4. Select email Icon here (center top)
5. About halfway down the list that begins with "Email Accounts" is one called "Spam Filtering" Click on this.

A white box will appear with an explanation of what this does. The Comcast suggests you uncheck the first box, however, most importantly, is that the 2nd box "save a copy" is checked. Right now, the newsletter is being deleted before you can see it. If it saves the copy then you will see that there is an item in your spam folder, when you check your email and you can open the folder and go to the newsletter and then just above all of your emails there is a long list of choices and one is "not spam". This should stop Comcast from deleting your newsletter, before you can read it.

Example for Yahoo.com

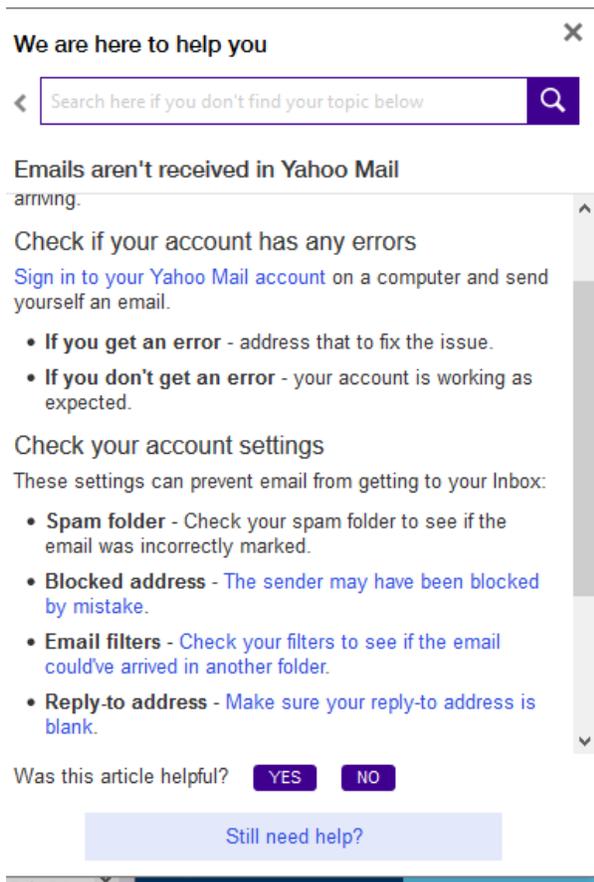
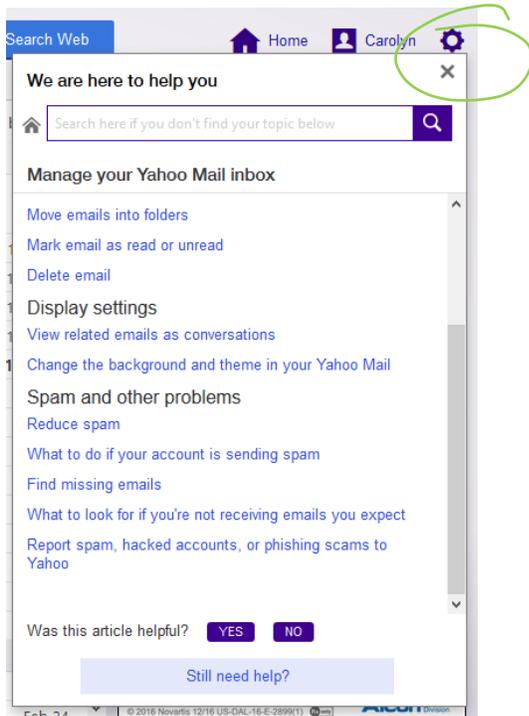
Login into your account. On the left side is the *Spam* folder. If you find the Washington Stars Quilt Guild Newsletter from wsqg@washingtonstarsquiltguild.com in your Spam folder, mark it as *Not Spam*. You may need to move the email to your *Inbox*.



ALSO, please add Washington Stars Quilt Guild's name and address (wsqg@washingtonstarsquiltguild.com) to your contacts in your *Address Book*. This let's your email provider know that you want to receive all emails from us.

Click on the icon with an outline of a person. Add New Contact. In the **Name** field, enter *Washington Stars Quilt Guild*. In the **Emails** field, enter wsqg@washingtonstarsquiltguild.com. Be sure to click **SAVE!**

Yahoo also has a Help feature. Click on the Gear Icon for more information.



Check to ensure the Washington Stars Quilt Guild's email address is not blocked.

Block and unblock email addresses in Yahoo Mail

Make sure you're only getting emails from people you want. Anonymously block up to 1000 email addresses in your Yahoo Mail settings.

Block an email address

1. Mouse over the **Settings menu icon** ⚙️ | select **Settings**.
2. Click **Blocked Addresses**.
3. Enter an email address in the "Add an address" field.
4. Click **Block**.

Unblock an email address

1. Mouse over the **Settings menu icon** ⚙️ | select **Settings**.
2. Click **Blocked Addresses**.
3. Click an email address in the list to select it.
4. Click **Remove**.

Was this article helpful?

[Still need help?](#)

You will need to scroll near the end to find the *Ws*. If you find wsgg@washingtonstarsquiltguild.com, highlight it and click *Remove*. Please sure to click *SAVE* at the bottom of the page!

Settings

Viewing email
Writing email
Accounts
Vacation Response
Filters
Security
Blocked Addresses

Blocked addresses:
(500 of 1000 used)

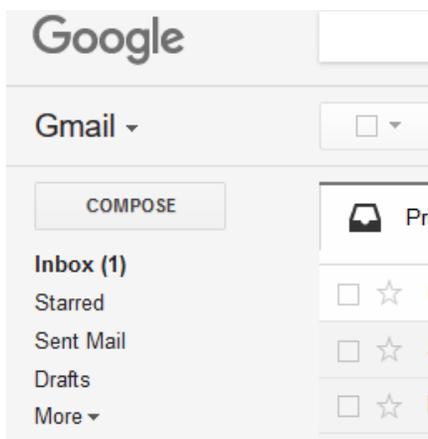
Add an address

- \$@botmove.com**
- \$@cupkept.com
- \$@forpiece.com
- \$@ifpiece.com
- \$@leavesor.com
- \$@mail170.morselby.com
- \$@mail54.alongjug.com
- \$@runram.com
- \$@sailtod.com
- \$@smokyby.com

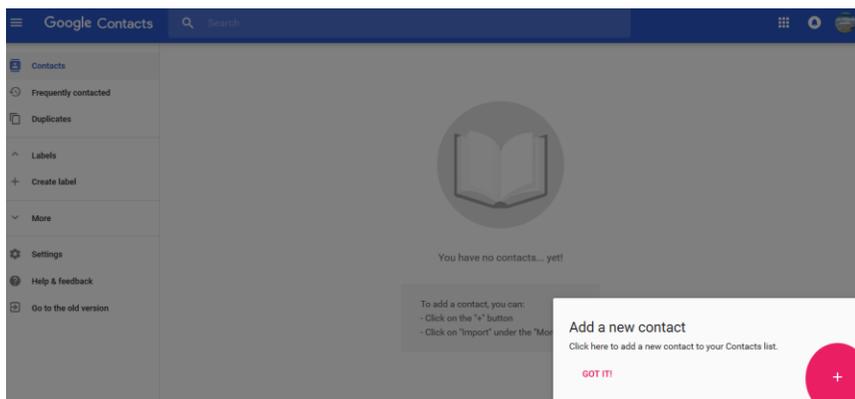
1TB of storage
0.31% used
Space for 54 million more emails

Example for Gmail (Google)

Login into your account. On the left side is the *Spam* folder (you may need to click *More* to find it). If you find the Washington Stars Quilt Guild Newsletter from wsqg@washingtonstarsquiltguild.com in your Spam folder, mark it as *Not Spam*.



ALSO, please add Washington Stars Quilt Guild's name and address (wsqg@washingtonstarsquiltguild.com) to your contacts in your Address Book. This lets your email provider know that you want to receive all emails from us.



Add New Contact. In the **Name** field, enter *Washington Stars Quilt Guild*. In the **Emails** field, enter wsqg@washingtonstarsquiltguild.com. Be sure to click **SAVE!**

Create contact

[MORE](#)
[CANCEL](#)
[SAVE](#)

Check to ensure the Washington Stars Quilt Guild's email address is not blocked.

Google

Gmail - Settings

[Click here to enable desktop notifications for Gmail.](#)
[Learn more](#)
[Hide](#)

[COMPOSE](#)
[General](#)
[Labels](#)
[Inbox](#)
[Accounts and Import](#)
[Filters and Blocked Addresses](#)
[Forwarding and POP/IMAP](#)
[Chat](#)
[Labs](#)
[Offline](#)
[Themes](#)

Language:

[Change language settings for other Google products](#)

[Enable input tools](#) - Use various text input tools to type in the language of your choice - [Edit tools](#) - [Learn more](#)

[Right-to-left editing support off](#)

If you find it the Blocked section, select the address and click on *Unblock*.

Google

Gmail - Settings

[Click here to enable desktop notifications for Gmail.](#)
[Learn more](#)
[Hide](#)

[COMPOSE](#)
[General](#)
[Labels](#)
[Inbox](#)
[Accounts and Import](#)
[Filters and Blocked Addresses](#)
[Forwarding and POP/IMAP](#)
[Chat](#)
[Labs](#)
[Offline](#)
[Themes](#)

The following filters are applied to all incoming mail:
 Select: [All](#), [None](#)
[Export](#) [Delete](#)
[Create a new filter](#) [Import filters](#)

The following email addresses are blocked. Messages from these addresses will appear in Spam:
 You currently have no blocked addresses.
 Select: [All](#), [None](#)
[Unblock selected addresses](#)

0 GB (0%) of 15 GB used [Manage](#)

[Terms](#) - [Privacy](#)

Last account activity: 19 minutes ago [Details](#)

If that didn't work...

There are many other email providers for example: ATT.net, Hotmail.com, Earthlink.net, Prodigy.net, Outlook.com, etc. Each of these should have similar features to block/unblock email and add a contact. Please login to your online email account to check these issues.

If, after you have gone through these recommendations and you are still having problems receiving emails from wsqg@washingtonstarsquiltguild.com, send us an email at wsqg@washingtonstarsquiltguild.com and request assistance. We will contact you as soon as possible.

We publish twice monthly on the Friday before the business meeting and the Friday before the program meeting.

Once in a great while, the website/newsletter committee will send out a Special Announcement from the same wsqg@washingtonstarsquiltguild.com email address. These may include meeting cancelations due to weather or Special Instructions. Special Announcement Newsletters may be sent any day of the week.